

# SMC Heartbeat Newsletter

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## Community and Economic Impact

Shenandoah Medical Center is a member of the Iowa Hospital Association (IHA). IHA represents hospitals of various scopes and sizes throughout the state. They provide data and analysis on various aspects of hospital operation from patient volume, employee compensation to marketing strategies. Karen Cole, CEO serves as a District Chair to enhance SMC's benefit from the association. In offering additional time, SMC was chosen for a Community Benefit

campaign free of charge. The purpose is to reveal the impact of the hospital on the local community. Since 2012, SMC has created over 110 *new* jobs. Patient volume has increased 15%. Employee turnover decreased in 2014 by 5%. This means over 110 families could potentially be added to stimulate the local economy. The additional patients being seen are staying in or coming to Shenandoah rather than traveling elsewhere; likely large metropolitan areas such as Omaha, Des Moines

or Kansas City. While jobs are being added, retention of team members is increasing. Folks are coming to work at Shenandoah Medical Center and are committed to the organization. The results are profound, as healthcare professionals our town economy and community reap the benefits.

Shenandoah Medical Center is more than a hospital. We are a partner of the community we serve! Thank you for being a part of our team.



*Sue Hanna explains Health Coaching and Clinic services to Shenandoah Rotary Club.*

*Hospital Staff raise awareness for underprivileged children around the world by joining "Red Nose Day" - May 21, 2015. [www.rednoseday.org](http://www.rednoseday.org)*

## Elm Heights Carnival A Success



*The first annual Elm Heights Carnival held May 15 was a success. Nearly 100 visitors participated in activities, games, and crafts with residents. Spring weather cooperated with Elm Heights for a fun-filled evening. Thank you to all who volunteered time and resources to the event! It is sure to grow for years to come!*

## New Payroll System COMING JULY 1

Beginning July 1, 2015 Shenandoah Medical Center will utilize Electronic Commerce, Inc. (ECI) A Human Resource Information System (HRIS). The HRIS system will be fully implemented over the next few months which contains many benefits for the organization. The implementation of this new system has multiple benefits. The system will be easier for employees to

access and manage their payroll information. The commitment to this system will ultimately reduce expenses in labor spent processing and managing payroll.

The new electronic medical record (EMR) system being implemented August 1 will benefit patients by streamlining patient medical information. In addition to patient experience

improvements, employee needs are being addressed. New systems implemented throughout the year 2015 will benefit everyone involved in Shenandoah Medical Center in all capacities. Look for more information on the new EMR system coming August 1.

**Ann Boyd**  
**Human Resources -**  
**Benefits Specialist**

## New Team Members - May 2015



Shala Davidson  
Dietician



Andrew Greene  
EMT

Angie Whitehill, RN  
Mental Health Services

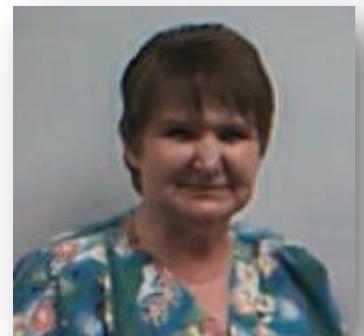


## Employee Spotlight - Conny Loftis

The Housekeeping Department has more than a new cleaning product to boast about. Their "Team Captain" Conny Loftis has blazed the trail in creative, effective leadership. "I won't ask my team to do anything I'm not willing to do" says Conny. This attitude inspired her team to identify a solution to shift change or staffing accommodations. "They would get frustrated when

their tasks were not completed but soon realized they needed to learn each others' tasks" explains Conny, "so they decided to cross-train and audit each other". The result was amazing. Each team member became effective and supportive of each other in all tasks. Obstacles such as scheduling with patient care were overcome and the loop of communication

is completed routinely. Conny has created a team within a team which has also resulted in improved patient satisfaction scores, reduction in staff turnover and increase in team satisfaction. Conny Loftis was recognized at the Service Award Ceremony as an exemplary leader. Thank you for your dedication to Shenandoah Medical Center, Conny!



## Employee Spotlight - Matt Sells

Matt Sells, Shenandoah Medical Center Chief Financial Officer attended the Becker's Hospital Review Annual Meeting, a three-day national conference in Chicago, Illinois. He was invited to represent the perspective of rural critical access hospitals and discussed "Key Financial and Alignment Strategies" in a panel format. Other

presenters on the panel included Chief Financial Officers from Chicago and Long Island, New York and a physician from California who owns a national ambulatory surgical center company.

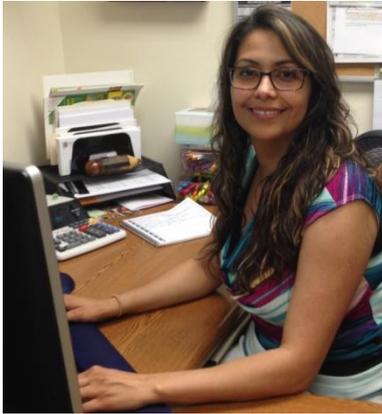
"It was a great opportunity to get the views of my peers in organizations large and small as we navigate the turbulent

environment that is healthcare today", added Sells.

Renowned coaches and ESPN analysts Lou Holtz and Bob Knight also presented at the conference. The invitation to offer perspective alongside an esteemed panel of professionals is a testament to the level of expertise SMC has among it's team members.



*Lou Holtz, former football coach and ESPN analyst; Matt Sells, CFO; Bob Knight, former basketball coach and ESPN analyst.*



## Above and Beyond - Nubia Miller

Every day at work in healthcare presents opportunities to overcome challenges. When a team member not only overcomes a challenge but goes above and beyond to help a patient have the best possible experience at the expense of neglecting their own needs - recognition is more than due. Patient

Financial Counselor Nubia Miller came to work on a typical Thursday in the office. Little did she know her normal eight-hour shift would turn into a 21-hour endeavor. A patient came in to the hospital needing attention throughout the night. Instead of deferring to telephone translation services which are available, Nubia

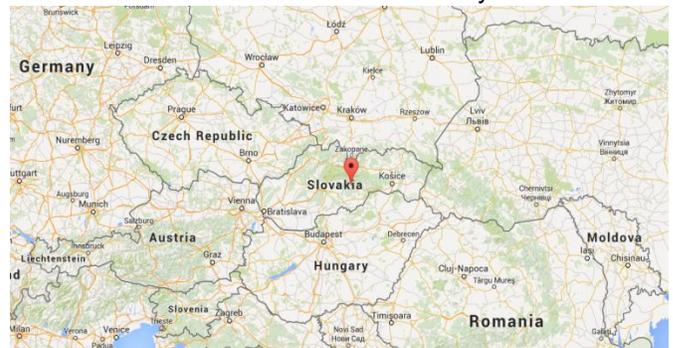
committed to seeing the patient through the night until 5am the next morning. Not only did she serve outside her department voluntarily, she did so for nearly three times her shift duration! Thank you for your commitment to the patient experience, Nubia. Our patients and team are grateful for you!

## Sister City Donation of Lifepak 12

Shenandoah, Iowa's sister city Tisovec, Slovakia will receive the Lifepak 12 which is a cardiac monitor, defibrillator device. SMC received an updated version thanks to a grant from the Cy and Carolyn Rapp Charitable Trust. Now we are paying it forward to our Sister City Tisovec. Tisovec is similar to Shenandoah in size but residents must travel about 12km (7.5 mi) to the hospital in Hnúšťa for healthcare. The Lifepak 12 will be

sent by Medtronic, the Lifepak manufacturer. The use of this device in Hnúšťa will aid in the regulatory compliance with European Union expectations for patient care. The facilitation of this donation is in thanks

to the Rapp Charitable Trust, Shenandoah Medical Center, Ambulance Board, City of Shenandoah and Sister City Committee. SMC is thrilled to have an impact on the local economy and abroad.



*Above: Sister City Committee members and local doctor at Hnúšťa hospital receiving Lifepak 12. Left: Representatives of involved committees.*

## Community and Economic Impact Continued



All departments and specialties were celebrated during National Hospital Week!



Beyond employment, SMC adds resources and services to the community. To list a few:

- CPR classes
- Diabetes Support Group
- Breastfeeding Support Group
- Alzheimer's Support Group
- Health fair presences; one by SMC
- Presentations and membership of civic organizations
- Red Cross
- Page County Human Services
- Stork's Nest
- Page-Fremont County Child Abuse Council
- Job shadowing

opportunities

- Shenandoah High School
- Methodist College
- Clarkson College
- IWCC
- Nebraska Wesleyan

SMC contributes toward several local initiatives. The Ambulance service voluntarily covers Shenandoah wrestling, track, football, cross country, the Wabash Marathon and dodge ball tournament. SMC personal training and physical therapy work with Shenandoah athletes to enhance and rehabilitate local athletes.

Further still, SMC looks to the future of patient care

and identified a need for an improved electronic medical record (EMR) system that would be compatible with other EMR systems nationally. In the case a patient transfers their care in, records would be easily transferred and complications of unknown health history documented elsewhere would be reduced. This EMR project is a \$4.5 million dollar investment in patient care. Training is well underway with the EMR company, Allscripts Sunrise, for the Go Live date of August 1. Look forward to improved communication and record keeping for patient care!

## Allscripts Achievements

In the past month a lot of work has occurred to prepare SMC for August 1, "Go Live" goal. The Allscripts team was onsite recently to perform "Integrated Testing". This week long testing period involved all aspects of the application and integrated software from vendors for rehabilitative services, blood banking and radiology, etc. Testing went well and the Allscripts team deemed it a success. There are a

few areas to address based on the results of the testing, but all minor issues.

On May 11, Allscripts 'Coaches' were inducted for Train-the-Trainer initiatives to commence. Coaches education period is nearing completion and those assigned the role have done a phenomenal job in completing training! The training period for the remainder of end-users is

scheduled to begin June 8. We look forward to everyone having the opportunity to participate in the Allscripts eLearning courses in respective departments.

Please look for upcoming events regarding projects. If you have questions, please contact me with questions.

**Chuck Dougherty**  
Chief Information Officer



May 11, Allscripts 'Coaches' inducted for Train-the-Trainer initiatives.

**Shenandoah Medical Center**

300 Pershing Avenue  
 300 Park Avenue  
 1 Jack Foster Drive  
 2 Jack Foster Drive  
 Shenandoah, IA 51601  
 (712) 246 - 1230

**Elm Heights Long Term Care Center**

1203 South Elm  
 Shenandoah, IA 51601  
 (712) 246 - 4627

*Every patient, every time.*

Calendar of Events – June

Date	Event	Start Time	Venue
3rd	Alzheimer's Support Group	3:00PM	Rapp Room
4th	SMC Foundation Golf Outing	11:30AM	American Legion Country Club
	Breastfeeding Support Group	4:00PM	Rapp Room
9th	Diabetes Refresher Course	2:30PM	Rapp Room
10th	Basic Life Support Training	8:00AM	IT Classroom
11th	Breastfeeding Support Group	4:00PM	Rapp Room
16th	Diabetes Course	5:00PM	Rapp Room
18th	Breastfeeding Support Group	4:00PM	Rapp Room
20th	FREE Sports Physicals	1:00PM	Wellness Center
23rd	FREE Diabetes Support Group	7:00PM	Rapp Room
25th	Breastfeeding Support Group	4:00PM	Rapp Room
	Breastfeeding Class	6:00PM	Rapp Room
26th	Blood Drive - Red Cross	8:00AM	Rapp Room
27th	FREE Sports Physicals	1:00PM	Wellness Center



**FREE SPORTS PHYSICALS**



**JUNE 20**

OR

**JUNE 27**

**1 PM - 4 PM**



SMC Wellness Center | 2 Jack Foster Drive | Shenandoah, IA

SCHOOL SPORTS PHYSICALS BY SMC PROVIDERS. VACCINATIONS & WELL-CHILD VISITS NOT AVAILABLE DURING THIS EVENT. IOWA MIDDLE SCHOOL & HIGH SCHOOL STUDENTS ONLY. MUST BRING PHYSICAL FORM SIGNED BY PARENT. GENEROUSLY PAID FOR BY UTTVITS TRUST.

No appointment necessary. Questions? (712) 246-7452



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